

CHAPTER I

INTRODUCTION

In this chapter, the researcher presents background of the study, research problems, purpose of the study, the significance of the study, scope and limitations and definitions of key terms.

1.1 Research Background

In the globalization era, intense competition demands people to prepare their skill. They will compete globally with others who have talented performances in any field. Moreover, industries require the worker to have essential skills to improve their quality industries. In line with this statement, Dania & Dwi (2013) state that industry cannot compete in the global era by only relying on product prices or quality, but they must compete based on the ability to innovate, creativity and skills. Therefore, people must be embedded by abilities which can support them to compete in this era.

Education is one of the institutions to prepare people to be able to compete in this global era. According to Hermino (2016), education is one of the most important things to prepare competitive human resource in achieving success in this era. However, to answer the needs in this globalization competition, education must prepare and improve its quality so that graduates are ready to face it (Davies 2009; Hermino 2016). One of them is by implementing a curriculum designed to be more representative to help them in this era, especially for English majors that will get many opportunities and challenges. In

this era, people will not only compete with Indonesian citizens, but they will compete with the entire world's population. Thus, English language curriculum must strengthen their skills.

Business English major of local institutions is often born out of the general English major. This course is designed to help students to prepare knowledge and experience about general business. Business English course focuses on how students develop English in the world of work. In this course, students are learning how to behave in meetings, negotiations, on the telephone and most importantly when doing various social assignments while abroad for business. To support students' knowledge, learning is not only done in the classroom, but they will be provided with internships.

Internship becomes a tool to practicing theory directly in industry. According to (Collins, 2002; D'abate, Youndt, & Wenzel, 2009; Jiang & Tribe, 2010) internship is a bridge between classroom learning and industrial practice. In addition, students will know the industrial environment. Moreover, the benefits of internship include gaining new experience, learning about business life and developing problem-solving skills (Abeysekera, 2006; Chang & Chu, 2009; Barr & Busler, 2011). This activity is expected to help students add a lot of insight and experience in the world of work.

There are several previous researches done at University of Muhammadiyah Malang that concern about internships. One of the researches was conducted by Amelia (2018). This research discusses about the difficulties and how the students solved those difficulties at Front Office Department as the

apprentices in a hotel. The result of this research found some categories of problems at front office department. They are (1) background of knowledge, (2) adaptation with new atmosphere, (3) a limitations of essential skill, (4) speaking skill, (5) time schedule, (6) location, and (7) environment. Also, the ways to solved these problems (1) learned from seniors/employees, (2) learned to control the emotional, (3) asked more to the trainers for help, (4) responded with gestures and tried to catch the words that have been heard, (5) negotiation to the manager or the employees to go home early, (6) went to work early, and (7) dealt with the problem and realized that it was the process of internship program.

Another previous research have been analyzed by Ardianto (2014) he focused on the difficulties in working at housekeeping department, that finding showed four difficulties in doing apprenticeship at housekeeping department. There are (1) The students did not know about the specific job in hotels, (2) There was no one guide them when working in hotel,(3) lack of material, and (4) the students did not like rough work. Moreover, this research also finding the ways to solve the students problem, that are (1) the students asked for some guidance from one of employee/senior, (2) the students preferred to prepare themselves by reading, and (3) the students asked to friends about the job disk.

Based on discussion above, the author learned about some specific problems faced by students in internship program, especially at hotels. Therefore, this research is interested in conducting a research about internship problem in general. The title is "The Problems Faced by Business English Students at the Internship Program".

1.2 Research Questions

Based on the background above, the problem statements formulated as follows:

1. What are the problems faced by business English students in internship program at hotel?
2. How do the students solve the problems in internship program at hotel?

1.3 Research Purposes

1. To find out problems faced by business English students in internship program at hotel
2. To know how the students solve the problems in internship program at hotel

1.4 Research Significance

The result of this research is supposed to contribute to the institution that is Business English course at University of Muhammadiyah Malang, the students who internship at hotels and also the readers. For the institution, the research contains information to evaluate the internship program and make preparation better in the future. For students and the readers, this research is expected to help and give knowledge about the ways how to solve the problem and learning system at the internship program.

1.5 Scope and Limitation

This research focuses on student's general problems and how to solve the problem in the internship program at the hotel. The subjects of this research are students of Business English II class A and B 2015 academic year, University of Muhammadiyah Malang who are an internship at the hotel.

1.6 Definition of Key Term

- Internship

Internship is a bridge between classroom learning and industrial practice (Collins, 2002; D'abate, Youndt, & Wenzel, 2009; Jiang & Tribe, 2010)

- Business English

Business English offered by English Language Education Department in University of Muhammadiyah Malang is one of the courses designed for students to acquired knowledge and experience about basic of business.

- Problem

Problem is a situation in which a person is motivated to achieve a goal but some obstacle block the attainment of the goal. (Klein, 2002 in Pramulia, 2015)